



ePDQ

User Guide - Orders

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Software Version: 5.9 Payment Engine & Internet Authentication

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Section	Topic	Products
<b>B</b> Orders	<b>Viewing Orders</b>	CPI MPI Lite

Main Document Reference	Store Administrator Guide, Chapter 5 Page 77
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## Brief Description

The orders menu provides you with direct access to existing orders within your store. You can perform actions on any orders displayed including refund and void. You may wish to restrict access to the orders screens.

If you wish to create a new transaction, update an existing transaction or understand which transactions are to be settled you should use the orders option.

## Viewing Orders

You have three main options within Orders. These are:

- **Orders** – this provides you with an **Order Search Criteria** screen. Under the main Orders menu you have two set reports:
  - **This Month** shows all approved orders within the current calendar month.
  - **Unshipped** displays all orders that have not been marked as shipped within the current calendar month. These orders will not be settled (paid to your bank account).
- **Current Batch**. This will show all transactions that will be settled the next time your ePDQ store is due to settle transactions. This may include refunds.
- **Point of Sale**. Enables you to manually enter transactions. This is predominantly used by ePDQ Lite merchants.

To view orders using the **Order Search Criteria** screen, follow the procedure below:

1. After you have logged into the store, click **Orders** from the top four options.
2. Select **Orders** from the menu on the left. The **Order Search Criteria** screen is displayed.
3. Select the required search criteria. You can search by specific values (i.e. order ID), and/or by time (i.e. Last 21 days).
4. Select which **Optional Fields** you wish to see in the orders report.
5. Select **Search**. All orders meeting your search criteria will be displayed.

**TIP!** If your search returns no results, check the **Transaction State** and **Transaction Result** field. It may be that your transactions may all be approved, and you have searched for declined. If you specify a time period, ensure you have selected the radio button next to the search criteria.

Section	Topic	Products
<b>B</b> Orders	<b>Finding an Order by Order ID</b>	CPI MPI Lite

Main Document Reference	Store Administrator Guide, Chapter 5 Page 77 to 79
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The most common unique reference to identify a transaction will be the Order ID. This is either generated from your shopping basket software, or by the ePDQ payment engine itself. Cardholders will be able to quote their order ID to you in the event of a query.

To find an order by Order ID:

1. After you have logged into the store, click **Orders** from the top four options.
2. Select **Orders** from the menu on the left. The **Order Search Criteria** screen is displayed.
3. Under the **Search by** drop down menu, select **Order ID**.
4. A new box appears that allows you to enter the order ID. Enter the order ID exactly as supplied to the cardholder. Note, the search is case and space sensitive and you are unable to specify a **Time** period.
5. Your search results will be displayed.

There are a number of other search options you can use to identify a transaction:

- **Time.** Allows you to specify a time period in which to search.
- **Account Number & Time.** This allows you to search by card account number, and time period. For example you may wish to identify how many times card number 4929123123123 was approved in the last 20 days. You can search using the full card number or first four and last four digits (i.e. 49293123)
- **Card Type & Time.** Rather than specify a card number you can search by card type. For example, how many Visa card transactions were fraudulent during the last two months.
- **Customer ID & Time.** Can be used if you allocate a specific customer ID to each cardholder shopping at your site. This cannot be used by ePDQ CPI merchants.
- **Group ID & Time.** This is of particular use if you submit periodic billing orders, or wish to group a segment of orders. The Group ID can be used to connect a series of orders.
- **Item ID & Time.** Of particular use if you are submitting orders made up of items (i.e. one order consisted of 12 separate parts). ePDQ MPI only.

Each time you use the search criteria you must ensure that you have correctly specified each search field before submitting, as your search criteria will not be remembered if you select back.

Section	Topic	Products
<b>B</b> Orders	<b>Finding Information on an Order</b>	CPI MPI Lite

Main Document Reference	Store Administrator Guide, Chapter 5 Page 77 to 79
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Each order submitted through the engine contains a historic record of how it was submitted, when and the results associated with it.

By following the procedure in "Finding an Order by Order ID" you will be presented with the **Order Detail** page. This displays information relating to the order, including tax, shipping and total amount, the transaction ID and any captured billing information.

The **Transaction Detail** section will contain all transactions relating to a particular order. For example, the initial authorisation would have one transaction ID, a subsequent refund would have a further transaction ID and the eventual settled amount could have a further ID. Each transaction ID will feature the status, time & date stamp and the amount.

By clicking on the **Transaction ID** you will open the **Transaction Detail** page and be able to see very detailed information relating to the order. This contains the complete history and status of the transaction. Please remember that the **Transaction Detail** page relates to each individual transaction within an order. The information contained for a sale transaction will be different to that held for a refund transaction.

The **Transaction Detail** page typically displays:

- **Status.** Confirms the current status of the transaction (i.e. Approved, Captured, Settled).
- **Payment Details.** Provides confirmation of the card details used. The card number will only display the first and last four digits.
- **Amounts.** Any amounts submitted including tax, shipping, discounts and total.
- **Order Details.** Typically the order ID.
- **Settlement Details.** This confirms which settlement batch the transaction was settled in. This can be used for reconciliation purposes.
- **Transaction Details.** Contains the transaction time & date stamp plus how the transaction was submitted (i.e. via the Point of Sale).
- **Processor Details.** Contains all responses associated with the transaction such as CV2, AVS, authentication and authorisation code.

Further examples of how to use the information within the **Transaction Detail** page are provided in Section D Risk Management as this allows you to confirm fraud rule responses.

Section	Topic	Products
B Orders	<b>Viewing Transactions Ready for Settlement</b>	CPI MPI Lite

Main Document Reference	Store Administrator Guide, Chapter 5 Page 85
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Every successful order processed through your store is put into a settlement batch, ready to be paid into your bank account.

Typically, ePDQ collects transactions from each store at the end of the day and sends them to the main Barclaycard Business acquiring system to be processed. This process is called settlement.

You can view which transactions are due to be settled by viewing the **Current Batch**. Any transactions listed here will be picked up at the end of the day, or whenever you have set your store to next settle transactions. (More information on how you control the settlement of your store can be found in Section D Administration).

To view the **Current Batch**:

1. After you have logged into the store, click **Orders** from the top four options.
2. Select **Current Batch** from the menu on the left.
3. All orders that can be settled will be displayed. Next to each order will be an option of **Void**. This can be selected if you wish to cancel an order and not settle it.

To **Void** a transaction in the Current Batch:

1. From the list of orders displayed, select the ones you wish to Void by clicking the **Void** box on the order.
2. Once selected, click **Void** from the **Operations** menu on the left.
3. A **Transaction Management** screen will be displayed confirming that you have voided the transaction. If you have activated digital receipts, the cardholder will receive an email to advise that the transaction has been cancelled.

Any voided transactions will be removed from the current batch and will not be settled. Once a transaction has been voided you cannot alter it's status (i.e. resubmit it).

You are able to view details on the order within the Current Batch by selecting either the Order ID or Transaction ID. This will display the order detail and transaction detail pages respectively. See "Finding Information on an Order" for details of what can be reviewed.

Section	Topic	Products
<b>B</b> Orders	<b>Manually Entering Transactions</b>	CPI MPI Lite

Main Document Reference	Store Administrator Guide, Chapter 5 Page 101
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**TIP! This section is of particular relevance to merchants submitting transactions using ePDQ Lite.**

You are able to enter credit or debit card details directly into the ePDQ payment engine by using the **Point of Sale** option. This captures all the relevant payment information and requests authorisation in the same way as a transaction submitted through a web page.

You can perform a number of different transactions through the Point of Sale, and can capture additional information (such as address) to be submitted. The following transaction types are supported through the Point of Sale:

- **Auth (Default).** Authorises the transaction and places it into the current batch ready for settlement. The cardholder will be charged for the transaction when the transaction is settled.
- **\*PreAuth.** Authorises the transaction but does not place it in the current batch. This transaction requires manual intervention to place into the current batch. These types of orders are listed as **Unshipped** and must be marked as shipped before it can be settled.
- **PostAuth.** This can be used to change a PreAuth into a full Auth and place the transaction ready for settlement. If you select PostAuth you will be required to enter the original transaction ID of the PreAuth.
- **Credit.** Also known as "Refund". This can be applied to settled transactions only, and is used to pay back the value of the transaction to the cardholder.
- **Void.** This can be used to cancel an order that has not yet settled.
- **RePreAuth.** This can be applied to an existing PreAuth transaction that may have passed its original authorisation date (i.e. if you have a delay in stock availability). It will contact the card issuer and re-authorise the transaction to ensure that funds are still available. As with a PreAuth transaction, you will need to mark the transaction as shipped before it is settled.
- **ReAuth.** Similar to above except for Auth transactions that have not yet been settled but may be in the current batch. Once the ReAuth is performed the transaction will be updated in the current batch.
- **\*ForceInsertPreAuth.** Allows you to enter a new PreAuth transaction where you have obtained an authorisation code through voice authorisation.
- **ForceInsertAuth.** Allows you to enter a new Auth transaction where you have obtained an authorisation code through voice authorisation.
- **ForceUpdatePreAuth.** Allows you to enter a new authorisation code obtained via voice authorisations for an existing transaction. You will need to locate the existing transaction ID.

- **ForceUpdateAuth.** Allows you to enter a new authorisation code obtained via voice authorisations for an existing transaction. You will need to locate the existing transaction ID.

Note: Your customer will only be charged once for any forced transactions, as you obtain an authorisation manually. The ePDQ engine will not obtain an authorisation.

\*PreAuth, is not permitted for Solo or Maestro cards

Section	Topic	Products
<b>B</b> Orders	<b>Performing a Manual Auth Transaction</b>	CPI MPI Lite

Main Document Reference	Store Administrator Guide, Chapter 5 Page 102
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The default transaction type on the Point of Sale is Auth. This will authorise the transaction, and place it ready for settlement.

To perform an **Auth** from the **Point of Sale**:

1. After you have logged into the store, click **Orders** from the top four options.
2. Select **Point of Sale** from the menu on the left.
3. Check that the Activity is **Card Transaction**.
4. Ensure that the Transaction Type is **Auth**.

For a basic transaction, you are only required to enter the mandatory details indicated by an \*.

5. Enter the full **Card Number** with no spaces.
6. Select the **Expiry Date** from the drop down lists.
7. Enter the **Total** amount of the order. This must include any tax, shipping and discount.
8. You **MUST** select the **POS Environment** to match the type of transaction you are processing (either eCommerce for ePDQ CPI/MPI/Lite or Mail Order, Telephone Order for ePDQ Lite only). You are not permitted to use the eCommerce environment for International Maestro cards
9. Ensure the **Processing Mode** is set to **Production**.
10. Select **Process Transaction**. ePDQ will then obtain an authorisation code and deliver a **Point of Sale – Receipt** confirming the result of the transaction. If approved the transaction will be placed in the current batch, ready for settlement.

There are a number of optional fields available for a Point of Sale Auth transaction. If you decide to enter details they will require:

- **Group ID.** Used to link a number of order ID's together. You could use this to link a single customer to multiple orders. The Group ID must not exceed 36 characters and must not contain special characters ( , !?@V etc.)
- **Order ID.** A unique reference to identify the order. If you do not enter a value here, ePDQ will generate one for you. This can be provided to the cardholder and will be used to identify the transaction. The Order ID must not exceed 36 characters and must not contain special characters ( , !?@V etc.)
- **Card Verification Number.** This can also be known as CSC, CV2, Cvv2 and CVM and is the three digit security data on the back of most cards, or 4 digit data on the front of American Express cards. This is not the PIN number.

- **Maestro/Solo Start Date.** This must be entered if the card you are processing is a Maestro/Solo card and has a start date specified. Select from the drop down list.
- **Maestro/Solo Issue Number.** Again, this must be entered if specified on the Maestro/Solo card you are processing. Enter the value exactly as specified on the card.
- **Shipping Amount.** This can be used to record the shipping amount but will not be used to calculate the total.
- **Tax Amount.** As above, this can be recorded for information processes, but will not be used to calculate the total.
- **Comments.** You can record any comment here relating to the order, which will be included in the **Order Detail**
- **Charge Description.** This can be used to record any further information about the order and will appear in the **Transaction Detail** page.
- **Email Address.** Enter the email address of the **cardholder** if you wish to send them a digital receipt.
- **Processing Mode.** For live (real) transactions, this must be set to **Production**. There are a number of other options available:
  - **Approved.** This simulates an approved authorisation response and should be used for testing only.
  - **Declined.** This simulates a declined authorisation response and should be used for testing only.
  - **Random.** This simulates either an approved or declined response and should be used for testing only.
  - **Test.** This option should not be used.
  - **Risk Management – Approved.** This option should not be used.
  - **Risk Management – Declined.** This option should not be used.
- **Full Billing Information** details can be captured. Please enter details as indicated.

**TIP!** If you are planning to use the ePDQ Fraud Rules for Address Verification, you must enter the full address details.

The **Periodic Billing Information** details are explained later in this section.

Section	Topic	Products
<b>B</b> Orders	<b>Performing Transactions such as Refund &amp; Void</b>	CPI MPI Lite

Main Document Reference	Store Administrator Guide, Chapter 5 Pages 95- 101
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This topic covers the procedures for performing the following transaction types:

- Refund (Credit)
- Partial Refund (Partial Credit)
- Void
- Pre-Auth
- Post-Auth

## Refund

There are two types of refund available within the engine. You can either refund an existing order, or you can create an "independent" refund. This may be used when you are offering a customer a good will payment to their card, or if you cannot locate the original order details. You should restrict permissions to perform independent refunds.

To process a refund on an existing order:

1. After you have logged into the store, click **Orders** from the top four options.
2. If the transaction was processed within the last 7 days, select **Recent Activity**. If you are unsure when the order was processed, select **Orders** from the menu on the left and enter your search criteria (see "Finding an Order by Order ID" for more information).
3. Once you have located the order you wish to refund, select the **Credit** box on the order and then **Credit Orders** from the **Operations** menu on the left.
4. A **Transaction Management** page will be displayed confirming the refund. The credit on the transaction will be placed in the current batch and will be processed on your stores next settlement.

To process an independent refund:

1. After you have logged into the store, click **Orders** from the top four options.
2. Select **Point of Sale** from the menu on the left.
3. Check that the Activity is **Card Transaction**.
4. Ensure that the Transaction Type is **Credit**. The required fields to enter the transaction will appear. Enter as much detail as possible. Ensure the **Processing Mode** is **Production** and then press **Process Transaction**.

## Partial Refund

A partial refund can be used if you wish to refund only some of the order processed. This can be used if only part of an order has been returned, or where you are required to refund some monies following a specific customer request.

Again, you can either perform a partial refund on an existing order, or you can issue an independent credit for a partial amount. To do this, follow the procedure for processing an Independent refund.

To perform a partial refund on an existing order:

1. After you have logged into the store, click **Orders** from the top four options.
2. If the transaction was processed within the last 7 days, select **Recent Activity**. If you are unsure when the order was processed, select **Orders** from the menu on the left and enter your search criteria (see "Finding an Order by Order ID" for more information).
3. Once you have located the order you wish to refund click the **Order ID**. This will open up the **Order Detail** page. Within the Order Detail, will be a list of totals and a sub total.
4. Enter the amount you wish to refund in the **Subtotal** field. For example, if the order is for £1.00, and you wish to refund 28p, you should enter 0.28. This will then apply a partial credit of 28p, leaving a new total of 72p.
5. Once you have entered the refund amount, select **Partial credit** from the **Operations** menu on the left.
6. A **Transaction Management** page will be displayed confirming the refund.

You can view the refund applied by looking at the **Transaction Detail Page**. This will confirm the amount and date/time of any refunds applied.

## Void

If you wish to cancel an order before it is settled, you can use void. This means that the transaction will not be passed for settlement and will not appear on the cardholder's statement. This is different to a refund in which both the original charge and subsequent refund will appear on their statement. You can only void a transaction that has not yet been settled.

You can void a transaction either by locating it by using the Order search option, or by voiding it from within the current batch. This is probably the simplest approach:

1. After you have logged into the store, click **Orders** from the top four options.
2. Select **Current Batch** from the menu on the left.
3. Identify the transaction you wish to void and select the **Void** check box.
4. Select **Void** from the **Operations** menu on the left.
5. A **Transaction Management** page is displayed confirming the action.

## Pre-Auth

This type of transaction is useful if you are unable to fulfill an order immediately. You may wish to authorise the card to ensure that funds are available, but not charge the cardholder (i.e. settle the transaction) until you have the goods ready for distribution.

The procedure for processing a Pre-Auth transaction is similar to the process for Auth transactions. You must however ensure that you change the **Transaction Type to PreAuth**.

1. After you have logged into the store, click **Orders** from the top four options.
2. Select **Point of Sale** from the menu on the left.
3. Check that the Activity is **Card Transaction**.
4. Ensure that the Transaction Type is **PreAuth**.

Follow the remaining procedure for an Auth transaction. Remember that a PreAuth will not be settled until you take further action, by either marking the transaction shipped, or by processing a PostAuth on the transaction.

**Please note that PreAuth is not permitted on Solo or Maestro transactions.**

## PostAuth

A PostAuth is the second half of a Pre-Auth transaction and updates it to be passed for settlement. If you wish to settle a Pre-Auth transaction you should follow the procedure below:

1. After you have logged into the store, click **Orders** from the top four options.
2. Select **Point of Sale** from the menu on the left.
3. Check that the Activity is **Card Transaction**.
4. Select the Transaction Type of **PostAuth**. The required fields are displayed.
5. Enter the original PreAuth **Order ID**. This will be case and space sensitive.
6. Enter any other details available (optional).
7. Ensure the **Processing Mode** is **Production**.
8. Press **Process Transaction**.
9. A **Transaction Management** page will be displayed confirming the action.

Section	Topic	Products
<b>B</b> Orders	<b>Marking a Transaction as Shipped</b>	CPI MPI Lite

Main Document Reference	Store Administrator Guide, Chapter 5 Page 86 to 89
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## Full Shipment

If you are submitting orders using the transaction type of PreAuth you need to “ship” the order before it is settled to your bank account. This process is referred to as shipping the transaction as it often relates to the time when you are physically ready to deliver the goods to the cardholder.

If you have taken a PreAuth order and are ready to send the goods and charge the cardholder you need to mark the transaction as shipped. The easiest way to do this is to use the Orders standard search of **Unshipped**. This will display all current orders that require action to ship them and pass them into the current batch.

1. After you have logged into the store, click **Orders** from the top four options.
2. Select **Unshipped** from the menu on the left. A list of all unshipped orders will be displayed. Each unshipped order will have a **Ship** box next to it.
3. Select the orders you wish to ship by selecting the **Ship** box and then select **Ship Orders** from the **Operations** menu on the left.
4. A **Transaction Management** page will be displayed confirming your action.

## Partial Shipment

There may be occasions where you are unable to fulfill part of any order, and therefore wish to only charge the cardholder a partial amount.

1. After you have logged into the store, click **Orders** from the top four options.
2. Select **Point of Sale** from the menu on the left.
3. Check that the Activity is **Card Transaction**.
4. Ensure that the Transaction Type is **PostAuth**. The required fields will be displayed.
5. Enter the **Order ID** of the original PreAuth transaction.
6. Enter the amount you wish to ship in the **Total** field and press **Process Transaction**.
7. A **Transaction Management** page will be displayed confirming your action.

The remaining value of the transaction will expire and cannot be shipped.

**TIP!** If you regularly construct orders made up of many items, you should consider using the ePDQ MPI and use “items” when submitting orders. Further information can be found in the main API guide (ePDQ CPI & ePDQ Lite merchants cannot submit items).

## Partial PostAuth

Sometimes, only some items in an order can be shipped immediately. In these cases, you might want to ship the available items and collect payment for these, deferring shipment of the remaining items and collection of payment for the remainder until later.

By default your store Partial Ship Follow-up settings will have been set to 'No follow-up transaction' in the 'Administration', 'Store' section. This means that once you have conducted the PostAuth for the items that have been shipped, the leftover part of the PreAuth will expire.

In order to process the deferred amount it is necessary for you to contact us to amend these settings, to 'Follow-up transaction, no PreAuth'. Please confirm the Store ID you require updating and we will configure your account accordingly.

Once this has been completed you can begin processing Pre Auth transactions in the knowledge that you will be able to settle the transaction in multiple steps.

To partially ship an existing Pre Auth order, please follow the Partial Shipment instructions below (which can be found on page 31 of the ePDQ User Guide ).

There may be occasions where you are unable to fulfill part of any order, and therefore wish to only charge the cardholder a partial amount.

1. After you have logged into the store, click **Orders** from the top four options.
2. Select **Point of Sale** from the menu on the left.
3. Check that the Activity is **Card Transaction**.
4. Ensure that the Transaction Type is **PostAuth**. The required fields will be displayed.
5. Enter the **Order ID** of the original PreAuth transaction.
6. Enter the amount you wish to ship in the **Total** field and press **Process Transaction**.
7. A **Transaction Management** page will be displayed confirming your action.

Once this process has completed a new, separate, transaction is automatically created for the remaining amount. This transaction has the same Order ID, but a different Transaction ID, to the original pre Auth request.

In the event that more than 7 days have elapsed since the original transaction date, you will need to obtain further authorisation using this new Transaction ID.

The following procedures vary according to whether a new Authorisation Code is required:

**Example 1 – additional authorisation required:**

**Pre Auth transaction processed on Day 1, Post Auth for partial amount processed on Day 2, remainder to be Post Authorised after Day 7**

The original Authorisation Code is no longer valid, therefore a new authorisation code must be sought before the goods can be shipped. The PostAuth on Day 2 creates a new, unique transaction id for the remaining value, with a status of "New", This 'New' transaction can be located in the Transaction report.

In order to Post Auth the remaining balance, i.e. to process the transaction with a status of 'New', please follow these instructions:

1. Go to Reports/Transactions, tick the Order Id box as an optional field and specify the appropriate date range to locate the transaction, status "New" for this Order Id
2. Click on the Transaction Id, and on the next screen highlight and copy the Transaction Id
3. Go to Orders/Point of Sale and select transaction type RePreAuth
4. Paste the Transaction Id in to the appropriate field and process transaction
5. Locate the Order in Orders and ship the balance (or PostAuth via the Point of Sale)

**Example 2 – no additional authorisation required**

**2 Pre Auth taken on Day 1, Post Auth processed on Day 2, remainder shipped on or before Day 7**

The original Authorisation Code is still valid; therefore it is not necessary to RePreAuth the transaction before shipping. The procedure is as follows:

1. Go to the Transaction Detail page of the original order and write down the Auth Code
2. Go to Reports/Transactions, tick the Order Id box as an optional field and specify the appropriate date range to locate the transaction, status "New" for this Order Id
3. Click on the Transaction Id, and on the next screen highlight and copy the Transaction Id
4. Go to Orders/Point of Sale and select transaction type ForceUpdatePreAuth
5. Paste in the Transaction Id, enter the Auth Code and process transaction
6. Ship the transaction as before

You may Post Auth against the Order ID as often as necessary until the full, original amount has been settled, or the order has been completed to the customer's satisfaction.

Section	Topic	Products
<b>B</b> Orders	<b>Handling Orders that "Refer" (Referrals)</b>	CPI MPI Lite

Main Document Reference	Store Administrator Guide, Appendix B Page 169 & 179
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A referred transaction occurs when the cardholder's card issuer cannot approve the transaction straight away. Card Issuers may refer a transaction for any of the following reasons:

- The transaction amount is very high or the expenditure may be considered as 'out of character' for the cardholder.
- The transaction amount may be over the cardholders 'available to spend limit'.

Predominantly, in a card not present environment, issuers do not refer transactions (they will typically decline them) but some issuers may decide to use this option.

If a transaction is referred, you will need to contact our Voice Authorisations centre who in turn will contact the card issuer and obtain a voice authorisation code if the transaction can be approved. In some circumstances, the card issuer may decline the transaction.

Once you have obtained the voice authorisation code, you are able to process the transaction by using the ForceInsertAuth transaction type via the Point of Sale.

You will be advised that the transaction has been referred via a specific transaction response. Depending on which product you use to process transactions these will be:

- ePDQ CPI – "Awaiting Confirmation. Please contact the merchant and quote ref 2/3".
- ePDQ MPI – "Referral" (Error Code 2) or "Referral – Call bank for manual approval" (Error Code 3).
- ePDQ-Lite - Referral" (Error Code 2) or "Referral – Call bank for manual approval" (Error Code 3).

Should you receive a referred transaction, you need to take action to process the transaction. You may however take a business decision to not process the transaction, and could set up a fraud rule that rejects transactions based on the response codes above. See Table B12 on page 169 of the Store Administrator Guide for the response codes.

Section	Topic	Products
<b>B</b> Orders	<b>Finding Referred Transactions</b>	CPI MPI Lite

Main Document Reference	Store Administrator Guide, Appendix B Page 169 & 179
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## How to identify a Referred Transaction

Based on the error messages returned (as detailed on the previous page) you will know when a transaction has been referred. Because these transactions require manual intervention you will need to locate the transaction in your Store Admin. To locate the transaction within the Store Admin follow the procedure below:

1. After you have logged into the store, click **Orders** from the top four options.
2. Select **Orders** from the menu on the left.
3. Search by **Order ID**, and enter the Order ID of the transaction.
4. Select **Declined** within the Transaction Result search criteria options.
5. Click **Search**.
6. The Order Detail page will display details of the order. Click on the **Transaction ID** within the Transaction Detail section to view information about the order.
7. The Transaction Detail page will show the 'Clear Commerce' response. If this is '2' or '3' this confirms the transaction has been referred.

**TIP!** If you wish to process the transaction, you will need to record the Transaction ID (not the Order ID). A simple option is to 'copy' the information so that you may 'paste' it later, if required.

Section	Topic	Products
<b>B</b> Orders	<b>Processing a Referred Transaction</b>	CPI MPI Lite

Main Document Reference	Store Administrator Guide, Appendix B Page 169 & 179
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In order to process a referred transaction, you first need to follow the process on the previous page to identify the transaction. Once you have located the transaction, you should follow the procedure below to process. You may only process a referred transaction if you have access to the full card number.

1. Contact the customer to advise that the transaction has been referred and that you need to contact our Voice Authorisations team to process the transaction. The cardholder may decide not to proceed with the order. If the cardholder still wishes to proceed with the order, you will need to obtain the full card number as ePDQ only displays the first and last four digits.
2. You will need to contact either the Barclays Voice Authorisations centre on 0870 2424240, or the American Express Authorisations number (provided to you upon successful application to American Express) and advise them that you have had a referred transaction. They will ask you for information allowing them to provide an authorisation code. The most important data is the full card number.

**Note:** For Amex transactions, the Transaction Detail record 'Error Message' field contains the text "CALL AMEX 8973" where 8973 in this example is the 4-digit code that you should quote when you call American Express.

Make a note of the authorisation code you are given.

3. Log into your ePDQ store and click **Orders** from the top four options.
4. Select **Point of Sale** from the menu on the left.
5. Select **Activity of Card Transaction**.
6. Select Transaction Type of **ForceUpdatePreAuth** (if the original transaction type was PreAuth) or **ForceUpdateAuth** (if the original transaction type was Auth).
7. Enter the original order **Transaction ID**. To obtain this, see the previous page.
8. Enter the Authorisation Code obtained in step 2.
9. Select Processing Mode of **Production**.
10. Click **Process Transaction**.
11. A **Transaction Management** page will be displayed confirming your action.

A digital receipt will be provided to your customer advising the transaction has been successfully processed. If your store is configured to receive receipts, a copy of the receipt will be sent to you.

Section	Topic	Products
<b>B</b> Orders	<b>Submitting Periodic Billing (repeat) Orders</b>	CPI MPI Lite

Main Document Reference	Store Administrator Guide, Chapter 5 Page 103
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If your web site business has customers who wish to pay by subscription, or wish to spread the cost of their order over time, you can use the Periodic Billing functionality. This allows you to enter card details once, and then allow the ePDQ engine to automatically re-submit orders. This is not permitted on Solo or Maestro cards.

There are two types of periodic orders. The automated approach described above, and a more manual method. This method uses the **Group ID** to link transactions, but each transaction has to be manually entered each time.

The examples in this topic all use the automated version. If you use the API, please make sure you understand how to use "internally" and "externally" managed orders, which are detailed in the main API Guide.

To submit an automatic periodic billing transaction via the **Point of Sale**.

1. After you have logged into the store, click **Orders** from the top four options.
2. Select **Point of Sale** from the menu on the left.
3. Check that the Activity is **Card Transaction**.
4. Select the Transaction Type of either **PreAuth** or **Auth** as required. Note that all subsequent transactions will be submitted as the same type – therefore if you submit PreAuth periodic billing transactions you will have to mark them as shipped.

Complete all mandatory fields and any optional fields you may require. The **Total** should be the amount that will be charged to the card each time and not the cumulative total. For example, if you wish to spread £100 over 4 payments, you should enter a total of £25.

5. In the **Periodic Billing Information** section, select **Periodic Order (automated transaction)**. You will then need to enter the details dependant on how you wish to submit the transaction:
  - **Recurring** will charge the card for a specified number of times, or indefinitely.
  - **Installment** will charge the card for a specified number of times until the total amount is paid. You will have to specify the number of payments.
  - The **Period** is how often you want to charge the card (i.e. once every 4 weeks).
  - The **Total # Payments** specifies how many times you want to charge the card. If you wish to charge indefinitely, enter 999.
  - Set the environment of the first transaction.
  - Select **Process Transaction**.

Section	Topic	Products
<b>B</b> Orders	<b>Cancelling &amp; Voiding Periodic Billing Orders</b>	CPI MPI Lite

Main Document Reference	Store Administrator Guide, Chapter 5 Page 94-95
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## Cancelling a Periodic Billing Order

Due to the nature of repeat billing of cardholders, you may receive requests to stop an ongoing order, or amend the payment details. In both of these cases, you must cancel the original periodic billing order. If you need to change payment details you will need to set up a new order (this will require you to obtain new card details from the cardholder).

1. After you have logged into the store, click **Orders** from the top four options.
2. If the transaction was processed within the last 7 days, select **Recent Activity**. If you are unsure when the order was processed, select **Orders** from the menu on the left and enter your search criteria (see "Finding an Order by Order ID" for more information).
3. Once you have located the order you wish to cancel click the **Order ID**.
4. The **Order Detail** page is displayed, and further down a **Periodic Billing Detail** section will be shown. Within this section, click on the **Payments** link (i.e. 1 of 10).
5. The **Transaction Detail** for the periodic order is displayed. Click **Cancel Order** from the **Operations** menu on the left.
6. A confirmation message will be displayed confirming the cancelled order(s).

## Voiding a Periodic Billing Order

The process of voiding a periodic billing order is similar to the standard process, however, you have to remember that you may have a number of individual transactions within an order and may need to only void a specific one.

1. After you have logged into the store, click **Orders** from the top four options.
2. If the transaction was processed within the last 7 days, select **Recent Activity**. If you are unsure when the order was processed, select **Orders** from the menu on the left and enter your search criteria (see "Finding an Order by Order ID" for more information).
3. Once you have located the order you wish to cancel click the **Order ID**.
4. The **Order Detail** page is displayed, and further down a **Periodic Billing Detail** section will be shown. Within this section, click on the **Payments** link (i.e. 1 of 10).
5. The **Transaction Detail** for the periodic order is displayed. Each order will have a **Void** check box. Select the orders you wish to void from the list displayed.
6. Select **Void Transactions** from the **Operations** menu on the left.
7. A confirmation message will be displayed confirming the cancelled order(s).

Section	Topic	Products
<b>B</b> Orders	<b>Refunding &amp; Re-Trying Periodic Billing Orders</b>	CPI MPI Lite

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## Refunding a Periodic Billing Order

The ability to refund a periodic billing order will depend on the way in which they are being submitted.

If you are using the automated method, you need to ensure that if you only wish to refund part of the order that you use the Partial Refund (Credit) method as described in "Performing Transactions such as Refund & Void".

If however, you do wish to refund the whole order, or are using the manual method of submitting Periodic Billing orders, you can use the standard method of submitting a refund.

## Re-Trying a Periodic Billing Order

There may be occasions where a periodic billing order is declined part way through the billing cycle. This may be because the card has been cancelled or re-issued, the funds may no longer be available or that the card issuer has changed their policy on accepting this type of order and may decline future transactions.

In the event that a transaction is declined (for example, the 5<sup>th</sup> order in a series of 10), ePDQ will send you an email advising the transaction was declined.

You can attempt to re-submit the transaction using the **RePreAuth** or **ReAuth** transaction types. (The transaction type should match the original, i.e. if the original transaction was Auth, you should use ReAuth).

1. After you have logged into the store, click **Orders** from the top four options.
2. Select **Point of Sale** from the menu on the left.
3. Check that the Activity is **Card Transaction**.
4. Select Transaction Type of **RePreAuth** or **ReAuth**. The required screens will be displayed.
5. Complete the details as required. It is important that you enter the exact original transaction ID.
6. Press **Process Transaction**.
7. You will receive confirmation of the new status of the order.